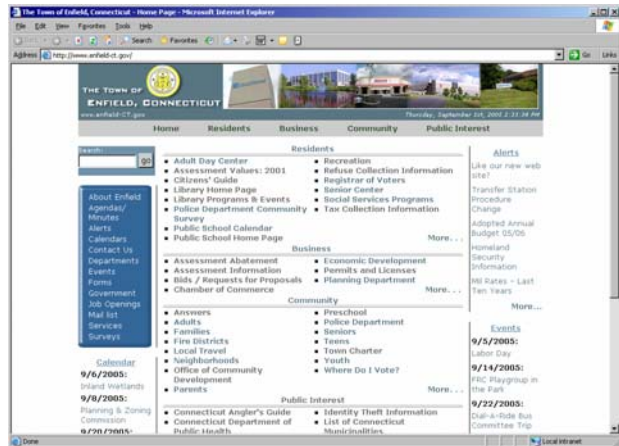


## Enfield-ct.gov Web Portal Information Sheet

### Overview

The Information Technology Department launched a new Town Internet web portal at [www.enfield-ct.gov](http://www.enfield-ct.gov). The site offers round-the-clock access to Town information and interactive services using a portal-style interface. The new Town web site is designed to bring government closer to people and business, with a focus on customer service and universal accessibility.

The web portal addresses business needs of various Town departments and it serves the public interest by improving the timely distribution of documents, managing published documents via content management, and increasing interactive opportunities.



Hosted by an application services provider and managed by the IT Department, implementation of the Town web site involved the coordination of Technical Services and Systems Development staff, the content management service provider, and staff from a number of Town Departments. The IT Department handled project management, site development and user training.

The new web site supports and extends the [IT Department Customer Service Initiative](#). Requests e-mailed to [ITDirector](#) and [Webmaster](#) are transparently funneled into the IT Help Desk system, triaged for urgency by the Active Dispatcher, and a help ticket is dispatched for action.

### Highlights

- Web portal conforms to [State of Connecticut Accessibility Guidelines](#)
- Alerts, calendars, events and surveys are embedded in the site template making them available across the entire web site
- Consistent look and feel, intention-driven portal design
- Residents, Businesses, Community, and Public Interest pages
- Increase interactive services and applications and a platform established for future application growth
- Use of Qscend Content Management system to handle document posting, approval, and archiving

### Interaction with Other Systems

- [IT Department Customer Service Initiative](#)
- Applications hosted on enfield.org web server including surveys and online job application

### Project Details

- Project # 05-37
- Finalization/Delivery Date: September 1, 2005